

# LOSS OF WATER

## PROCEDURE: NON EMERGENCY

- All calls to report any type of water loss should be referred to Clinical Center Maintenance Unit (CCMU), 301-496-5862.
- All calls for request of bottled water due to water loss should be referred to Housekeeping, 301-496-2417.

## PROCEDURE: EMERGENCY

- If someone calls to report a major water loss (more than 10 rooms) write down the location of the loss; tell the caller to call the CCMU, 301-496-5862.
- Call the CCMU, 301-496-5862, and request to talk to a supervisor to report the call which you received.
- If a CCMU supervisor is not in the office, ask which one of the supervisors listed below is on duty and page them. All pagers are voice.  
(Dial 104 after beep enter pager # after double beep begin talking)  
Frank Kelly 104-0783  
Harry Cepura 104-0500  
Calvin Grant 104-7417  
Bill Burt 104-0287
- Call Housekeeping, 301-496-2417, and request to talk to a supervisor to report the call which you received.
- Page Chief, and Deputy Chief, Office Facility Management (OFM).
- If no response, overhead page Chief and Deputy Chief, OFM, 301-496-1211.
- Make sure that sufficient staff is in the office to cover the phones and help until emergency has ended.

## DOCUMENT RECORD OF EMERGENCY RESPONSE

All cases that involve an emergency should be recorded in the designated log. Entries should include the time, the person who reported the emergency and necessary actions that were taken to resolve the problem.

Concurrence:

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Chief, Office of Facility Management, Clinical Center, Office of the Director